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DD/S&T# 4045-73

19 DEC 1973

MEMORANDUM FOR: Executive Officer, DDS&T

SUBJECT: Office of Scientific Intelligence
Comments on Feedback as a Mechanism
for the Evaluation of Agency
PerformanceREFERENCE: Management Advisory Group Memorandum
on Above Subject Dated 10 December
1973

1. We strongly concur with the need for feedback to advise us of the value of our finished intelligence products to our various customers. This problem has been with us for a long time and no completely satisfactory solution has been found. Questionnaires would provide a useful mechanism for obtaining information, but past experience has shown that the likelihood that they would be completed and returned by our most important customers is low. The best alternative probably is direct questioning on an informal basis.

2. We also concur with the judgment that greater participation by production elements in the forward planning of collection activities is needed. Some steps to augment our past involvement in such planning recently have been initiated, but further measures are needed.

3. The MAG memorandum concentrates heavily on the need for feedback to evaluate the collection effort, and provides some suggestions for improving the feedback process. It would be valuable to have some thought given to the analogous production problems.

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Deputy Director
Scientific Intelligence

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